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February 27, 2009

**VIA ECFS**

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, D.C. 20554

Re: CPNI Certification, EB-06-36

Dear Ms. Dortch:

On behalf of North County Communications Corporation, enclosed please find the company's annual CPNI certification for filing in the above-referenced docket. Please contact me at 202-857-4506 if you have any questions regarding this filing.

Respectfully submitted,

**WOMBLE CARLYLE SANDRIDGE & RICE**  
*A Professional Limited Liability Company*



Jennifer M. Kashatus

cc: Best Copy & Printing (via email)

**Annual 47 C.F.R. § 64.2009 CPNI Certification**

**EB Docket No. 06-36**

Annual 64.2009(e) CPNI Certification for 2008

Date filed: February 27, 2009

Names of Company covered by this certification: North County Communications Corp.

499 Filer ID: 822720

Name of Signatory: Todd Lesser

Title of Signatory: President

I, Todd Lesser, certify that I am an officer of North County Communications Corporation ("North County"), and, acting as an agent of North County, that I have personal knowledge that the company has operating procedures and policies in place that are designed to ensure compliance with the Federal Communication Commission's ("Commission") CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures are designed to maintain compliance with the Commission's CPNI rules.

North County did not take any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission) against data brokers during the 2008 calendar year. North County did not receive any complaints during the 2008 calendar year concerning the unauthorized release of CPNI.

North County has not discovered any information about the processes that pretexters are using to attempt to gain access to CPNI other than the publicly disclosed information in this docket. North County has taken several measures to safeguard CPNI, including, without limitation, implementing authentication/verification procedures and employing network security measures, such as encryption.

By: \_\_\_\_\_

*Todd Lesser*

Date: \_\_\_\_\_

*Feb 27, 2009*

## **NORTH COUNTY COMMUNICATIONS CORPORATION**

### **STATEMENT OF CPNI OPERATING PROCEDURES**

North County Communications Corporation ("North County") provides this statement pursuant to Section 64.2009(e) of the Federal Communications Commission's ("Commission") rules, 47 C.F.R. § 64.2009(e), to summarize the operational procedures and policies in place that are designed to ensure compliance with the Commission's Customary Proprietary Network Information ("CPNI") rules.

#### **Use of CPNI:**

North County's policy is not to use, disclose or permit access to its customers' CPNI except as permitted without customer approval or as otherwise permitted by law, and only to the extent necessary. Specifically, North County may use CPNI to render, provide, bill and collect for the services from which the CPNI is derived. North County also will use CPNI to protect its property rights, or to protect its customers and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services. North County also may use CPNI to provide administrative services to the customer for the duration of the call, if the customer initiated the call and the customer approves of the use of such information to provide those services.

#### **Employee Training:**

North County trains its personnel regarding the confidentiality of customer information, including what information is classified as CPNI and when its employees are authorized and are not authorized to use this information. North County also trains its employees regarding the appropriate authentication methods, addressing account changes, responding to security breaches, among other measures.

North County has an express disciplinary process in place for the misuse of CPNI.

#### **Breaches of Data Security:**

North County has implemented procedures to notify the United States Secret Service and the Federal Bureau of Investigation in the event of a data breach. Unless law enforcement directs otherwise, we will notify affected customers after the expiration of the seven business day waiting period. We will maintain a record in accordance with section 64.2011(d) of any breaches discovered, notifications made to law enforcement, and notifications made to customers for at least two years.

#### **Use of CPNI for Marketing Purposes:**

To date, North County also does not use CPNI for any marketing purposes. North County does not use CPNI to market products and services to customers either within the category of services to which the customer subscribes or outside of that category. If North County later determines to use CPNI for marketing purposes, it will provide appropriate advance notification to its customers and maintain records of sales and marketing campaigns in accordance with the FCC's rules.

**Safeguards to Protect CPNI:**

North County directs its employees to discover activity that is indicative of pretexting and to take measures to protect against pretexting. North County authenticates all callers in accordance with the Commission's rules. North County prohibits the release of call detail information during an in-bound call.

North County does not permit online account access nor does North County have retail locations.

North County tracks complaints regarding the unauthorized use, disclosure of, or access to CPNI. North County will report all customer complaints to the Commission, breaking them down by category, and providing a summary of the complaints in its annual certification to the FCC. For the time period covered by the certification, North County did not receive any complaints regarding CPNI.

North County also has implemented network security measures. Among other measures, North County has implemented employee role-based access to CPNI such that employees have access to information on a need-to-know basis.

North County will notify customers immediately of certain account changes, including changes in the customer's address of record. North County does not permit customers to access their accounts online, and, therefore, the notification requirements regarding online account access are not applicable.